



# PUBLIC SAFETY DISPATCHER II, CHP OPEN SPOT EXAMINATION

CALIFORNIA STATE GOVERNMENT: EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

SPOT FOR: VARIOUS LOCATIONS (Indio and Vallejo.)

You **must** indicate on your application one of the above locations. You can establish eligibility in **ONLY one** location. You **must** take the examination in the location in which you wish to establish your eligibility. **Transfer of eligibility from one location to another will not be permitted.** You can compete in the examination **ONLY ONCE** in any consecutive 24-month period. **(If you competed in the written test administered by the California Highway Patrol for Public Safety Dispatcher II, CHP, any time after May 10, 2004, you are not permitted to compete in this examination.)**

FINAL FILING DATE: May 11, 2006

Applications (STD. 678, Rev. 12-01) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason. Submit applications to:

California Highway Patrol  
Selection Standards and Examinations Section  
P.O. Box 942898  
Sacramento, CA 94298-0001

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD OR TO A LOCAL CALIFORNIA HIGHWAY PATROL OFFICE.

**SPECIAL TESTING ARRANGEMENTS:** If you have a disability and need special testing arrangements, mark the appropriate box in Item 2 on the application. You will be contacted to make specific arrangements.

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

**WRITTEN TEST DATE:** The written test will be administered as conditions warrant for the locations listed on this bulletin. It is anticipated that the written tests will be administered during June/July 2006.

**SALARY RANGE: \$3097 - \$3762**

Note: Public Safety Dispatchers, CHP, assigned to the Golden Gate Communications Center (Vallejo), the Los Angeles Communications Center, the Sacramento Communications Center, Capitol Operations Center, Monterey Communications Center and Border Communications Center (San Diego), shall receive a \$300 monthly recruitment and retention differential. Eligibility for the retention incentive will terminate upon reassignment for any reason to any other communications center not specified in this provision.

This is an open examination. Career credits do not apply.

**Eligible Lists:** Separate eligible lists exist for each of the California Highway Patrol Communications Center locations. When an examination is administered for any location, the names of persons successful on that examination will be merged into the existing eligible list for that location in order of final examination scores. Eligibility on a list is for a period of 24 months, unless the needs of the service and conditions of the list warrant a change in this period. **Transfer of list eligibility from one location to another will not be permitted.**

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:

**NOTE:** All applicants must meet the experience and/or education requirements for this examination by the written test date.

**Application for Examination Information:** In completing Item 11, on the standard application (STD. 678, Rev. 12-01) you may answer "NO" to the question "Have you ever been convicted by any court of a felony?" if:

1. The record of such an incident has been sealed in accordance with Penal Code Sections 851.7, 851.8, 1000.5, 1203.45; or

2. The record of such an incident has been expunged or is expungable pursuant to Health and Safety Code Section 11361.5, which pertains to various marijuana offenses; or
3. The conviction was under Health and Safety Code Section 11557 or its successor Section 11366 when that conviction was stipulated or designated to be a lesser included offense of the offense of possession of marijuana.

However, you must list the conviction if you have received a release (*per Sections 1203.4 or 1203.4a of the Penal Code or Welfare and Institutions Code Sections 1179 or 1772*) or a pardon (*per Section 4852.16 of the Penal Code*).

**Background Investigation Information:** Successful examination competitors that are selected as potential hires from the eligible list will be required to complete a background investigation form on which you must disclose (*with the exception of the three items previously identified*) information on **arrests regardless of conviction, felony and nonfelony convictions, and driving violations.** The hiring agency uses the information obtained on this document to conduct a background investigation to determine your suitability for Public Safety Dispatcher II positions.

Information collected for a background investigation after the examination is distinct from that required on the standard application (STD. 678, Rev. 12-01) which is completed prior to the examination. You will be required to divulge arrest and/or conviction information on the background investigation document that is not required of you when completing Items 10 and 11 on the standard application.

**Experience:** Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," "Or II," "Or III," etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I**

Six months of experience in the California state service performing the duties of a Public Safety Dispatcher I, CHP.

**Or II**

One year of experience in dispatching work involving the operation of radio communications equipment; or as an operator of a telephone switchboard or console.

**Or III**

Two years of experience involving a substantial amount of telephone contact or three years of direct contact with the public or other employees. Such experience must involve the responsibility to perform numerous tasks simultaneously or progressively responsible experience in a field requiring decision-making ability and the exercise of judgment. (30 semester or 45 quarter units of college level courses may be substituted for one year of the required experience.)

**Or IV**

Successful completion of 60 semester or 90 quarter units of college level courses. (Persons who will complete the required units during the current semester/quarter will be admitted to the examination, but they must produce evidence of successful completion of the units before they may be considered eligible for appointment.)

**Or V**

Successful completion of the Commission on Peace Officer Standards and Training (POST) Certified Public Safety Dispatcher Basic Course and six months of experience involving a substantial amount of direct and/or telephone public contact. **(NOTE: You must attach a copy of your POST certificate to your application.)**

**Special Requirement:** Type at a speed of not less than 40 words per minute. **(NOTE:** This classification requires a net typing speed of 40 words per minute. If you are successful in the written test, you will be required to present an official typing certificate that meets or exceeds the

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

standard prior to being considered for hire from the eligible list. Additionally, possession of a typing certificate does not preclude being tested on-site to verify your typing speed and accuracy.)

**Special Personal Characteristics:** Consistently reports to work on time with a minimum of absences; willingness to work nights, weekends, and holidays, and at unusual hours is required; has emotional stability and even temperament; willingness and initiative to take independent action; speed and accuracy in performance of tasks; clear and concise verbal expression; positive attitude; and satisfactory record as a law-abiding citizen.

**Special Physical Characteristic:** Normal hearing.

**Drug Testing Requirement:** Applicants for positions in this classification are required to pass a drug screening test. (The drug-screening test will be waived for employees who are currently in a designated “sensitive” classification for which drug testing is required under State Personnel Board Rule 213.)

**Persons hired** will be required to attend one or more training classes at the CHP Academy in West Sacramento or the Clark Training Center in Riverside. Attendance at an additional training class will also be required within the first six months of hire.

**THE POSITION:** A Public Safety Dispatcher II, CHP, is the full journey level which regularly performs a variety of duties. These duties include operating radio, automated telephone, and computer-related equipment; reading equipment displays and various visually demanding written materials, such as maps, printouts, reports, etc.; dispatching appropriate personnel and resources such as officer, emergency equipment, allied agencies, etc.; screening incoming calls from officers, public, media, and other allied agencies and taking appropriate action; processing reports and records; and sitting/standing for extended periods of time in confined areas.

**EXAMINATION INFORMATION:** This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **Competitors who do not appear for the written test will be disqualified.**

**WRITTEN TEST ONLY - WEIGHTED 100%**

The written test will consist of the intensive, multi-dimensional test battery for entry-level dispatchers that was developed by POST.

The “POST Entry-Level Dispatcher Selection Test Battery” was designed to measure aptitude for performing public safety dispatcher work. The tests measure general abilities that are normally developed over an extended period of time. They are not designed to measure job-specific knowledge or skills that are taught in training. The abilities measured by the tests are summarized below.

1. **VERBAL ABILITY:** The ability to read and listen to information and identify facts and draw conclusions; and the ability to write clearly.
2. **REASONING ABILITY:** The ability to apply general rules to specific problems to attain logical answers; and the ability to correctly follow rules to arrange things or actions in a certain order.
3. **MEMORY ABILITY:** The ability to store and retrieve facts, details, and other information.
4. **PERCEPTUAL ABILITY:** The ability to quickly and accurately compare letters and numbers presented orally and in written form; and the ability to shift back and forth between two or more sources of information, both written and orally imparted, in performing a task.

The POST test battery is comprised of eleven separately timed, multiple-choice test segments. Six of the tests are traditional paper-and-pencil format, while the remaining five incorporate an audio format where information is presented orally and examinees answer questions or perform tasks that require a multiple-choice response. The titles of the eleven test segments are:

1. Public Safety Bulletin
2. Assigning Field Units
3. Evaluating Facts
4. Setting Priorities
5. Reading Comprehension
6. Sentence Clarity
7. Recalling Facts and Details
8. Call-Taking
9. Oral Directions
10. Checking Coded Information
11. Checking and Listening

**Veterans preference** credits will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested these points. **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS.**

**GENERAL INFORMATION**

It is the competitor’s responsibility to contact the California Highway Patrol, Examinations Program, telephone (916) 375-2535, three days prior to the written test date if he/she has not received his/her notice.

Applications (STD. 678, Rev. 12-01) for open and promotional examinations are available from the California Highway Patrol, local offices of the Employment Development Department, the State Personnel Board (SPB), and the SPB Website at [www.spb.ca.gov](http://www.spb.ca.gov).

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all competitors who pass will be ranked according to their scores.

The **California Highway Patrol** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Written Test Location:** It is anticipated that the written test will be scheduled in locations indicated on this bulletin and as the number of competitors and conditions warrant.

**General Qualifications:** Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

**Veterans Preference:** Government Code Section 18973.5(a) defines an entrance examination, for purposes of awarding veterans preference credits in open and open nonpromotional examinations as “...any open competitive examination other than one for a classification having a requirement of both college graduation AND two or more years of experience.” Government Code Section 18973.5(b) requires that veterans preference credits be awarded in all qualifying entrance examinations in which a veteran competes and that no veterans credits shall be allowed once a veteran achieves permanent civil service status (successful completion of the probationary period for the classification of hire). In open examinations, veterans, widows, or widowers of veterans, and spouses of disabled veterans will receive veterans points: 15 points for disabled veterans; 10 points for other veterans. In open nonpromotional examinations, only the veteran qualifies for veterans points: 10 points for disabled veterans; 5 points for other veterans. Directions for applying for veterans preference points are on the Application for Veterans Preference form (SPB 1093) which is available from SPB offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

The **California Relay Service** enables a person with a Telecommunications Device for the Deaf (TDD) to communicate over telephone lines with another person who does not have a TDD. To use the California Relay Service, call the following: if you have a TDD, 1-800-735-2929; if you do not have a TDD, call 1-800-735-2922.